GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:147
ANSWERED ON:13.08.2007
INFLATED BILLS IN J&K REGION
Shaheen Shri Abdul Rashid

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the BSNL is sending inflated bills to its subscribers in the country particularly in Jammu & Kashmir;

(b) if so, whether mobile service as well as Internet service is out of order in J&K and people are suffering due to the inefficiency of BSNL; and

(c) if so, the steps taken by the Government to improve the services in Jammu & Kashmir?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) No, Sir. During the year 2006-07 against more than 25,38,31,478 bills issued through out the country, excess metering complaints were received only in respect of 74320 bills. Excess metering complaints received are only 0.03% against 0.1% (of the total bills) permitted by the Telecom Regulatory Authority of India (TRAI). In J&K Circle of BSNL also percentage of excess metering complaints is within permissible limit prescribed by TRAI.

(b)&(c)Global System for Mobile Communication (GSM) based cellular mobile telephone service being provided by Bharat Sanchar Nigam Limited (BSNL) is working satisfactorily in Jammu & Kashmir and is in general Quality of Service (QoS) parameters prescribed by TRAI at present. Cellular mobile network of BSNL is being continuously optimized for its performance and monitoring of the network has been strengthened by BSNL to ensure performance as per the QoS parameters prescribed by TRAI. Generally, Internet and Broadband services in J&K are normal and outages are within the controlled limits. However, during the recent fire incident at Chandigarh on 30th June, 2007, services in J&K were disrupted and could be restored only on 5th July, 2007. Services are now functioning satisfactorily.